

Monitoring: Monthly Apprentice Check-Ins

PURPOSE: A monthly check-in is an informal rapport-building opportunity that generally takes 15 minutes or less, unless there is an issue that the HR/Training person needs to support. **These are not mandatory**, but they are great opportunities to identify gaps or issues before they become difficult-to-solve problems. These interactions should be conducted by someone who has very strong interpersonal skills and is respected in the organization. Delivering high quality apprentice support is essential to:

- Foster a positive and respectful work environment, reinforced through Training or HR's interactions with the apprentice.
- Ensure that the apprentice feels the work is meaningful and that they are a critical part of the operation as a whole.
- Create a more loyal employee and a more engaged workforce.

MONTHLY CHECK-IN DISCUSSION TOPICS:

Responsible Party: Training Supervisor, Mentor, or HR

Discussion With Apprentice:

• **Apprentice Course Overview and Check-In**

Suggested Conversation Starters:

- Tell me about the courses you are taking at the college this semester.
- What do you think of the instructor? How does he/she interact with the students? Are your questions being answered in a reasonable fashion?
- Do you have all the materials you need for your class? If not, what do you need?

• **On-The-Job Training Overview and Check-In**

Suggested Conversation Starters:

- Give me an example of how your OJT hours are tied to the classes you are in. What are you learning on the job that reinforces the content in your classes?

• **Effectiveness of Trainers**

Suggested Conversation Starters:

- Give me an example of a time that you needed further guidance on a task and how your trainer helped you achieve your task.
- What on-the-job training competencies are you working on right now? How do they relate to your current coursework? Are you being assigned tasks that relate to your current courses?

• **Competencies to Learn During This Rotation**

Suggested Conversation Starters:

- Who is scheduling your OJT this rotation?
- What competencies are you expected to achieve during this rotation?

• **Overall Success of the Program So Far**

Suggested Conversation Starters:

- What is going particularly well this rotation/semester?
- What would you like to see changed this rotation/semester?
- What barriers do you have with either work or school that are preventing you from being your most successful? How can I help?
- What are you struggling with in this class or rotation?
- What successes have you had during this rotation – either at work, at school, or at home?